

**APPENDIX A**

1. (Canceled)

2. (Canceled)

3. (Canceled)

4. (Canceled)

5. (Canceled)

6. (Canceled)

7. (Canceled)

8. (Canceled)

9. (Previously Presented) A system for implementing an image-based document handling and delivery system, comprising:

a planning component that gathers information about an infrastructure, a current document handling and delivery system and a methodology used by an entity;

an implementation component that provides the entity with a plurality of process maps that provide a plurality of step-by-step instructions for executing the image-based document handling and delivery system; and

a control component that provides the entity with a plurality of contingency guidelines and procedures for monitoring and maintaining performance of the executed image-based document handling and delivery system,

wherein the implementation component comprises:

at least one process map; and

information on a plurality of document formats for use with the image-based document handling and delivery system;

and further wherein the at least one process map comprises:

a process map of the entity's existing document handling and delivery system; and

a process map for at least a portion of the image-based document handling and delivery system;

and further wherein the information on the plurality of document formats comprises:

a definitions of each of the document types;

one or more examples of information covered by each of the document types;

and

a proposed file name for an imaged version of each of the document types.

10. (Original) The system of claim 9, wherein the information on the document formats is provided in a table form.

11. (Previously Presented) A system for implementing an image-based document handling and delivery system, comprising:

a planning component that gathers information about an infrastructure, a current document handling and delivery system and a methodology used by an entity;

an implementation component that provides the entity with a plurality of process maps that provide a plurality of step-by-step instructions for executing the image-based document handling and delivery system; and

a control component that provides the entity with a plurality of contingency guidelines and procedures for monitoring and maintaining performance of the executed image-based document handling and delivery system,

wherein the control component comprises:

a plurality of contingency guidelines for addressing each of a plurality of predetermined errors and situations that may arise in the use of the image-based document handling and delivery system; and

a reporting component that provides one or more reports on a plurality of performance factors relating to use of the image-based document handling and reporting system.

12. (Original) The system of claim 11, wherein the contingency guidelines comprise a plurality of resolution guidelines that provide one or more possible solutions for each of the predetermined errors and situations that may arise in the use of the image-based document handling and delivery system.

13. (Original) The system of claim 12, wherein the error resolution guidelines comprise:

a list of a plurality of potential errors;

an identity of an entity responsible for identifying an occurrence for each of the predetermined errors;

an identity of an entity responsible for correcting each of the predetermined errors;

one or more proposed solutions for each of the predetermined errors;

one or more proposed communication mechanisms for reporting each of the predetermined errors;

a recommended time frame for correcting each of the predetermined errors;

and

an identity of entity responsible for confirming that an error occurrence has been corrected.

14. (Original) The system of claim 11, wherein the contingency guidelines comprise a failure modes effects analysis that identifies a plurality of possible failure modes, suggests one or more possible causes of each of the failure modes, and provides one or more recommendations for correcting each of the failure modes.

15. (Original) A system for implementing an image-based document handling and delivery system, comprising:

- a list of a plurality of frequently asked questions about the image-based document handling and delivery systems and a corresponding answer for each of the frequently asked questions;

- a questionnaire for an entity to complete;

- at least one process map that provides a plurality of steps for executing the image-based document handling and delivery system;

- information on a plurality of document formats for use with the image-based document handling and delivery system;

- a plurality of contingency guidelines for addressing a plurality of predetermined errors and situations that may arise in use of the image-based document handling and delivery system;
- and

- a reporting component that provides one or more reports on a plurality of performance factors relating to use of the image-based document handling and delivery system.

16. (Original) The system of claim 15, wherein the questionnaire for the entity to complete comprises:

a plurality of questions related to a plurality of operational issues and technical issues;  
and

a request for a contact list.

17. (Original) The system of claim 15, wherein the at least one process map comprises:

a process map of the entity's existing document handling and delivery system;

and

a process map for at least a portion of the image-based document handling and delivery system.

18. (Original) The system of claim 17, wherein the process map for the at least a portion of the image-based document handling and delivery system comprises:

a process map of a plurality of steps to be taken by the entity for executing the image-based document handling and delivery system; and

a process map of a plurality of steps to be taken by a receiver of the document for executing the image-based document handling and delivery system.

19. (Original) The system of claim 15, wherein the information on the plurality of documents comprises:

a definition for each of a plurality of document types;

one or more examples of information covered by each of the document types;

and

a proposed file name for an imaged version of each of the document types.

20. (Original) The system of claim 19, wherein the information on the plurality of document formats is provided in a table form.

21. (Original) The system of claim 15, wherein the contingency guidelines comprise error a plurality of resolution guidelines that provide one or more solutions for the predetermined errors that may arise in use of the image-based document handling and delivery system.

22. (Original) The system of claim 21, wherein the error resolution guidelines comprise:

a list of potential errors;

an identity of an entity responsible for identifying an occurrence for each of the predetermined errors;

an identity of an entity responsible for correcting each of the predetermined errors;

one or more proposed solutions for each of the predetermined errors;

one or more proposed communication mechanisms for reporting each of the predetermined errors;

a recommended time frame for correcting each of the predetermined errors;

and

an identity of an entity responsible for confirming that an error occurrence has been corrected.

23. (Original) The system of claim 15, wherein the contingency guidelines comprise a failure modes effects analysis that identifies a plurality of possible failure modes, suggests one or more possible causes of each of the failure modes, and provides one or more recommendations for correcting each of the failure modes.

24. (Original) A memory for a computer that stores:

a list of a plurality of frequently asked questions about an image-based document handling and delivery system and a corresponding answer for each of the frequently asked questions;

a questionnaire for an entity to complete;

at least one process map that provides a plurality of steps for executing the image-based document handling and delivery system;

information on a plurality of document formats for use with the image-based document handling and delivery system; and

a plurality of contingency guidelines for addressing a plurality of predetermined errors and situations that may arise in use of the image-based document handling and delivery system.

25. (Original) The memory of claim 24, wherein the questionnaire for the entity to complete, comprises:

a plurality of questions related to a plurality of operational issues and technical issues; and

a request for a contact list.

26. (Original) The memory of claim 24, wherein the at least one process map comprises:

a process map of the entity's existing document handling and delivery system;  
and

a process map for at least a portion of the image-based document handling and delivery system.

27. (Original) The memory of claim 26, wherein the process map for the at least a portion of

the image-based document handling and delivery system comprises:

a process map of the steps to be taken by the entity for executing the image-based document handling and delivery system; and

a process map of the steps to be taken at a document's destination for executing the image-based document handling and delivery system.

28. (Original) The memory of claim 24, wherein the information on a plurality of document formats comprises:

one or more definitions for each of the document types;

one or more examples of information covered by each of the document types;

and

a proposed file name for an imaged version of each of the document types.

29. (Original) The memory of claim 28, wherein the information on the plurality of document formats is provided in a table form.

30. (Original) The memory of claim 24, wherein the contingency guidelines comprise error a plurality of resolution guidelines that provide one or more solutions for each of the predetermined errors that may arise in use of the image-based document handling and delivery system.

31. (Original) The memory of claim 30, wherein the error resolution guidelines comprise:

a list of potential errors;



an identity of an entity responsible for identifying an occurrence for each of the predetermined errors;

an identity of an entity responsible for correcting each of the predetermined errors;

one or more proposed solutions for each of the Predetermined errors;

one or more proposed communication mechanisms for reporting each the predetermined errors;

a recommended time frame for correcting each of the potential errors; and

an identity of an entity responsible for confirming that an error occurrence has been corrected.

32. (Original) The memory of claim 24, wherein the contingency guidelines comprise a failure modes effects analysis that identifies a plurality of possible failure modes, one or more possible causes of each of the failure modes, and one or more recommendations for correcting each of the failure modes.

33. (Canceled)

34. (Canceled)

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39. (Canceled)

40. (Canceled)

41. (Previously Presented) A method of implementing an image-based document handling and delivery system, comprising the steps of:

gathering information about an entity's existing document handling and delivery system;  
providing the entity with at least one process map for executing the image-

based document handling and delivery system;

providing the entity with a plurality of guidelines and procedures for  
monitoring and maintaining performance of the image-based document handling and delivery  
system; and

providing the entity with information on a plurality of document formats for use with the  
image-based document handling and delivery system;

wherein the step of providing the entity with information on the document formats for use  
with the image-based document handling and delivery system comprises providing the entity  
with:

a definition of each of the document types;

one or more examples of information covered by each of the document types;

and

a proposed file name for an imaged version of each of the document types.

42. (Original) The method of claim 41, wherein the information on the document  
formats is provided in a table form.

43. (Previously Presented) A method of implementing an image-based document  
handling and delivery system, comprising the steps of:

gathering information about an entity's existing document handling and delivery system;

providing the entity with at least one process map for executing the image-  
based document handling and delivery system;

providing the entity with a plurality of guidelines and procedures for

monitoring and maintaining performance of the image-based document handling and delivery system; and

wherein the step of providing the entity with the guidelines and procedures for monitoring and maintaining the performance of the image-based document handling and delivery system comprises providing the entity with:

a plurality of contingency guidelines for addressing a plurality of predetermined errors and situations that may arise in use of the image-based document handling and delivery system; and

a reporting component that provides one or more reports on a plurality of performance factors relating to use of the image-based document handling and reporting system.

44. (Original) The method of claim 43, wherein the step of providing the contingency guidelines comprises providing a plurality of error resolution guidelines that provide one or more solutions for each of the predetermined errors that may arise in use of the image-based document handling and delivery system.

45. (Original) The method of claim 44, wherein the step of providing the error resolution guidelines comprise providing:

a list of predetermined errors;

an identity of an entity responsible for identifying an occurrences for each of the predetermined errors;

an identity of an entity responsible for correcting each of the predetermined errors;

one or more proposed solutions for each of the predetermined errors;

one or more proposed communication mechanisms for reporting each of the predetermined errors;

a recommended time frame for correcting each of the predetermined errors;

and

an identity of an entity responsible for confirming that an error occurrence has been corrected.

46. (Original) The method of claim 43, wherein the step of providing the contingency guidelines comprises providing a failure modes effects analysis that identifies a plurality of possible failure modes, suggests one or more possible causes for each of the failure modes, and provides one or more recommendations for correcting each of the failure modes.

47. (Newly Added) The system of claim 9 wherein the implementation module further comprises a plurality of process maps detailing how each type of imaged document will be handled at a particular destination.

48. (Newly Added) The system of claim 9 wherein the control component further comprises a reporting component that reports on a plurality of performance factors of the image-based document handling and delivery system.

49. (Newly Added) The system of claim 15 wherein the questionnaire solicits from the entity responses related to a current document handling system or method.

50. (Newly Added) The memory of claim 24 further comprising a reporting module that reports on a plurality of performance factors of the image-based document handling and delivery system.